

Fair Employment Practices

Business Plan Report

Customer

Objective Name	Owner(s)
Continue development and delivery of OFEP training	Lucia Davis-Raiford Trenae Floyd Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Number of employees to receive training in EEO policies and procedures - - 1000	Nicholas Lamis Sharon Smith	Attract, develop and retain an effective, diverse and dedicated team of employees
		Parent Objectives
		(ES5.1) Expeditiously Provide Departments with Qualified Personnel

Measures	Owner(s)
Assess Department EEO Training	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
OFEP is contacting other departmental training units and/or Fair Employment Liaisons to assess departmental training needs re issues such as case investigation, EEO Laws, diversity management for executives, workplace violence	

Performance Graph	Initiatives Linked To Measure	Owner(s)
<div>Assess Department EEO Training</div> <div>↑ good direction</div> <div>updated: 5/4/2006</div>	Assess current knowledge and training levels of employees Develop, with ERD, curricula and training delivery scheme Create curricula relevant to functional responsibilities Organize delivery of training	Nicholas Lamis Sharon Smith Nicholas Lamis Sharon Smith Nicholas Lamis Sharon Smith Nicholas Lamis Sharon Smith
	Child Measures Linked To Measure	
	ACTUAL	GOAL
	DATE	

Curriculum lesson plan development	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Based on input from OFEP director, OFEP training specialist, and from Fair Employment Liaisons, the curriculum is being developed. This measure identifies how far along in the process the currilum development is.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
<div>Curriculum lesson plan development</div> <div>↑ good direction</div> <div>updated: 5/4/2006</div>		
	Child Measures Linked To Measure	
	ACTUAL	GOAL
	DATE	

Objective Name	Owner(s)
Create and Roll-out Case Management System	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
OFEP Director Rating of Case Management Overhaul	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
MEASURE IS STILL UNDER DEVELOPMENT- C. ERLM RATING IS PROFESSIONAL JUDGEMENT 50% based on OFEP activities 50% based on Departmental Involvement	

Performance Graph	Initiatives Linked To Measure	Owner(s)			
<div>OFEP Director Rating of Case Managemen...</div> <p>updated: never</p>	<div>Child Measures Linked To Measure</div> <table> <thead> <tr> <th>ACTUAL</th> <th>GOAL</th> <th>DATE</th> </tr> </thead> <tbody> </tbody> </table>	ACTUAL	GOAL	DATE	
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Implementation of Case Tracking System	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
ETSD has developed the Case Tracking System program, which currently resides on the development server. OFEP and ETSD will move the program onto the Intranet for usage by departmental FEP Liaisons. Once completed, OFEP can follow the progress of filed complaints and generate reports.	

Performance Graph	Initiatives Linked To Measure	Owner(s)			
<div>Implementation of Case Tracking System</div> <p>↑ good direction updated: 3/9/2006</p>	<div>Child Measures Linked To Measure</div> <table> <thead> <tr> <th>ACTUAL</th> <th>GOAL</th> <th>DATE</th> </tr> </thead> <tbody> </tbody> </table>	ACTUAL	GOAL	DATE	
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Revamp Complaint Procedure and Establish Pilot Program	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Phase I of this project is complete. -Develop improved procedures for the assessment of complaints of employment discrimination. -Support pilot departments for full compliance with Case Tracking System	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Develop improved procedures for the as...



↑ good direction

updated: 5/4/2006

Child Measures Linked To Measure

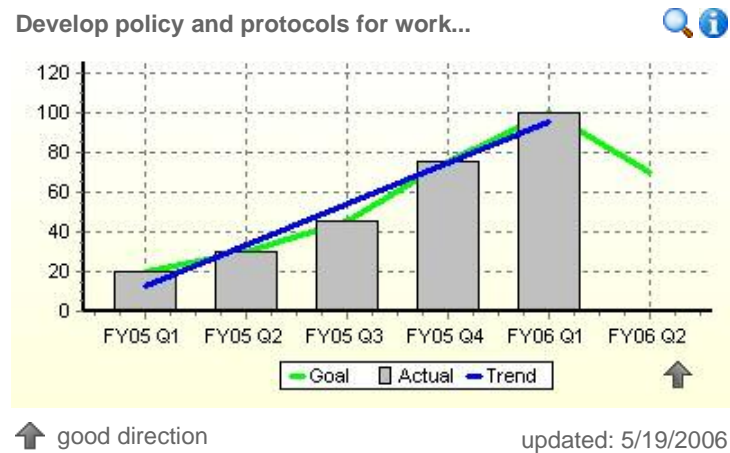
ACTUAL GOAL DATE

Objective Name	Owner(s)
Enhance County domestic and workplace violence response	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Attract, develop and retain an effective, diverse and dedicated team of employees
		Parent Objectives
		(ES5.3) Motivated, dedicated workforce team aligned with organizational priorities (priority outcome)

Measures	Owner(s)
Develop policy and protocols for workplace violence response	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Develop Policy and Protocols for workplace violence to enhance response. To support a safe, secure, and healthy work environment for County employees; to minimize employee risk of harm or injury from workplace violence or threat of violence.	

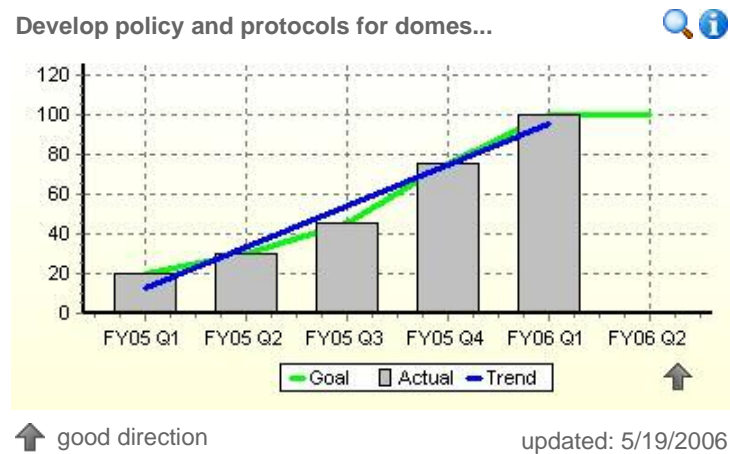
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Develop policy and protocols for domestic violence response	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Develop policy and protocols for domestic violence in the workplace to enhance response. To support a safe and healthy work environment for the victims of domestic violence and County employees; to minimize employee risk of harm or injury from domestic violence or threat of violence.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Update EEO and Fair Employment Reporting Requirements	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Develop Reporting Structure for Case Mgmt. Process	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
Revamp Department Affirmative Action Plan Process	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	Parent Objectives
Restructure Annual Report	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
Develop New Sources of Data for Reporting	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
Complaint Resolution	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	

Measures	Owner(s)
Compliance with County's Affirmative Action Program	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Assess County Departments to maintain compliance with the County's Affirmative Action Program.	

Performance Graph	Initiatives Linked To Measure	Owner(s)			
<div>Compliance with County's Affirmative A...</div> <div>updated: never</div>					
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Create emphasis on diversity	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Create emphasis on diversity requirements with emphasis on diversity management	

Performance Graph	Initiatives Linked To Measure	Owner(s)			
<div>Create emphasis on diversity</div> <div> <div>↑ good direction</div> <div>updated: 5/4/2006</div> </div>	Keep Diversity Training Programs Current Execute Employee Diversity Survey	Nicholas Lamis Sharon Smith Nicholas Lamis Sharon Smith			
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Performance Graph

Owner(s)



updated: never

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Outreach and Information Program	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Develop Outreach Programs to Increase Awareness	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
In an effort to give employees greater access to the Office of Fair Employment Practices, the Division's mission, policies, and processes should be posted on the Intranet. Additionally, the Office will produce brochures, an introductory video, as well as utilize internal communications materials to reach its goals.	

Performance Graph

Develop Outreach Programs to Increase ...

Period	Goal	Actual	Trend
FY05 Q4	100	25	35
FY06 Q2	100	100	100
FY06 Q4	100	100	100
FY07 Q2	100	-	100
FY07 Q4	100	-	100

↑ good direction
updated: 5/19/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Implement Outreach Programs and Information	15 %	15 %	FY06 Q2

Financial

Objective Name	Owner(s)
Meet Budget Targets (FEP)	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		(ES8.2) Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Fair Employment)	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Total revenue in \$1,000s (from FAMIS)	

Performance Graph

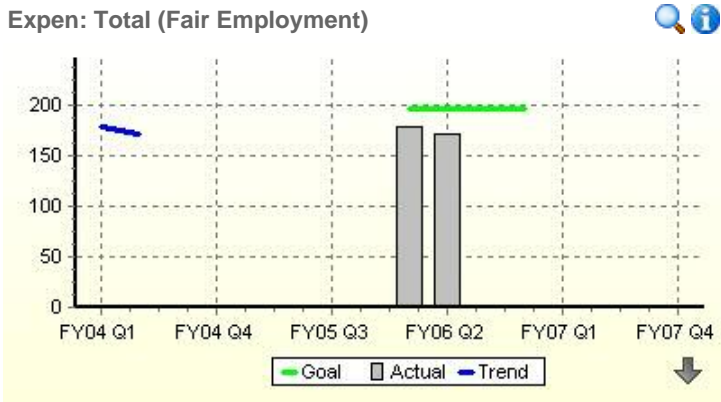
Revenue: Total (Fair Employment)

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Expen: Total (Fair Employment)	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph

Expen: Total (Fair Employment)



good direction

updated: 4/27/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Expen: Personnel (Fair Employment)	n/a	n/a	
Expen: Other Operating (Fair Employment)	n/a	n/a	
Expen: Capital (Fair Employment)	n/a	n/a	

Internal

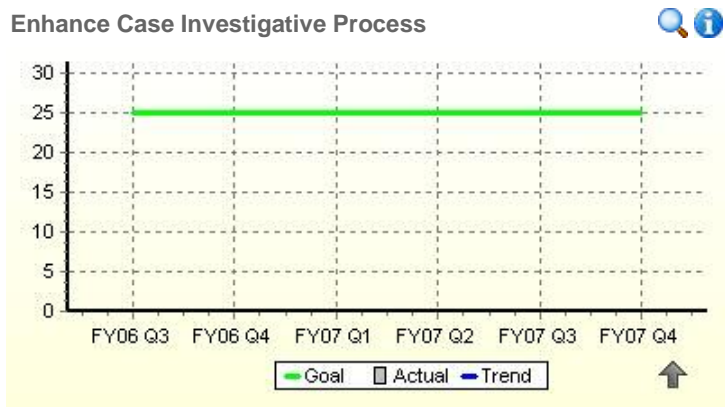
Objective Name	Owner(s)
Upgrade of OFEP Case Management System	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Enhance Case Investigative Process	Nicholas Lamis Sharon Smith
OFEP will enhance the quality of the case investigative process and conflict resolution skills internally and throughout the various departments.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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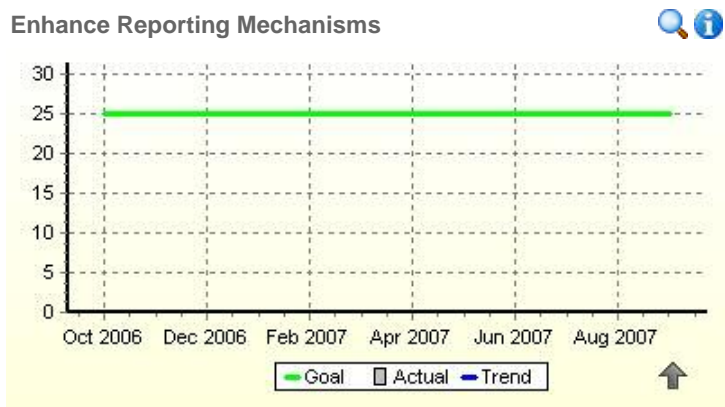


updated: never

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Enhance Reporting Mechanisms	Lucia Davis-Raiford Nicholas Lamis Sharon Smith
The enhanced Case Tracking System is contingent upon funding being approved through the Budget process. If funding is secured, the enhancements would give OFEP the ability to provide reports by complainants, respondents, departments, to name a few.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
Enhance Reporting Mechanisms	Secure Funding	Nicholas Lamis Sharon Smith
	Plan and Negotiate the Reporting Enhancements	Nicholas Lamis Sharon Smith



updated: never

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Track OFEP Complaint Resolution	Nicholas Lamis Sharon Smith
Track OFEP's complaint resolution within the 30-day timeframe. Through a more efficient case investigation process, caseload management has been streamlined and services to employees improved. Complaints have increased as employees feel more confident about the integrity of the process.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Track OFEP Complaint Resolution



updated: never

Number of new cases received

Nicholas Lamis
Sharon Smith

Percent of cases reviewed within 60 days

Nicholas Lamis
Sharon Smith

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Track OFEP Productivity

Nicholas Lamis Sharon Smith

Track Miami-Dade County employee complaints via OFEP's Case Tracking System (CTS).

Performance Graph

Initiatives Linked To Measure

Owner(s)

Track OFEP Productivity



updated: never

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Create and Roll-out Case Management System	Lucia Davis-Raiford Nicholas Lamis Sharon Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

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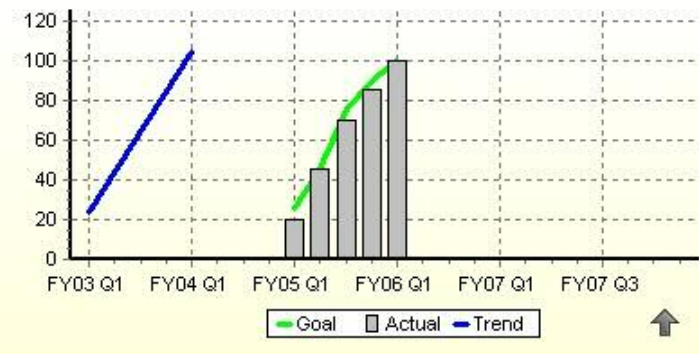
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<div><h3>Implementation of Case Tracking System</h3><table border="1"><thead><tr><th>Period</th><th>Actual</th><th>Goal</th></tr></thead><tbody><tr><td>FY05 Q1</td><td>50</td><td></td></tr><tr><td>FY05 Q3</td><td>60</td><td></td></tr><tr><td>FY06 Q1</td><td>90</td><td>100</td></tr><tr><td>FY06 Q3</td><td></td><td></td></tr><tr><td>FY07 Q1</td><td></td><td></td></tr><tr><td>FY07 Q3</td><td></td><td>120</td></tr></tbody></table><p>Legend: Goal (green line), Actual (grey bar), Trend (blue line)</p><p>↑ good direction</p><p>updated: 3/9/2006</p></div>	Period	Actual	Goal	FY05 Q1	50		FY05 Q3	60		FY06 Q1	90	100	FY06 Q3			FY07 Q1			FY07 Q3		120	<div><div>Move Case Tracking System to Production Server</div><div>Nicholas Lamis Sharon Smith</div></div> <div><div>Special Budget Request and Negotiate Enhancements</div><div>Nicholas Lamis Sharon Smith</div></div> <div><div>Determine within OFEP Operational Parameters</div><div>Nicholas Lamis Sharon Smith</div></div> <div><div>Hold Two Training Sessions for 25 Representatives</div><div>Nicholas Lamis Sharon Smith</div></div> <div><div>Monitor On-going Relationship with Departments</div><div>Nicholas Lamis Sharon Smith</div></div> <div><div>Determine Alternate Use of Tools for Reporting</div><div>Nicholas Lamis Sharon Smith</div></div>
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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Develop improved procedures for the as...



↑ good direction

updated: 5/4/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE

Learning and Growth

Objective Name		Owner(s)
Fair Employment Staff Training		Lucia Davis-Raiford Nicholas Lamis Sharon Smith
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
ADA Conference	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	Parent Objectives
Diversity Training Seminar	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
Labor and Employment Law Seminar	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
San Diego Family Justice Center Conference	Lucia Davis-Raiford Nicholas Lamis Sharon Smith	
Measures		Owner(s)

